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lost vsphere 5.5 sso password
revision 0.1

synopsis

The following is a simple document providing visual guidance on the process required to reset the master password in vCenter SSO 5.1 when you've lost the original password. This was required in order to upgrade from vCenter 5.1 to 5.5.

For more information on troubleshooting vSphere SSO, go to this url:
<http://kb.vmware.com/kb/2033880>.

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overview

The process to replace a lost SSO password in vSphere 5.5 is as follows:

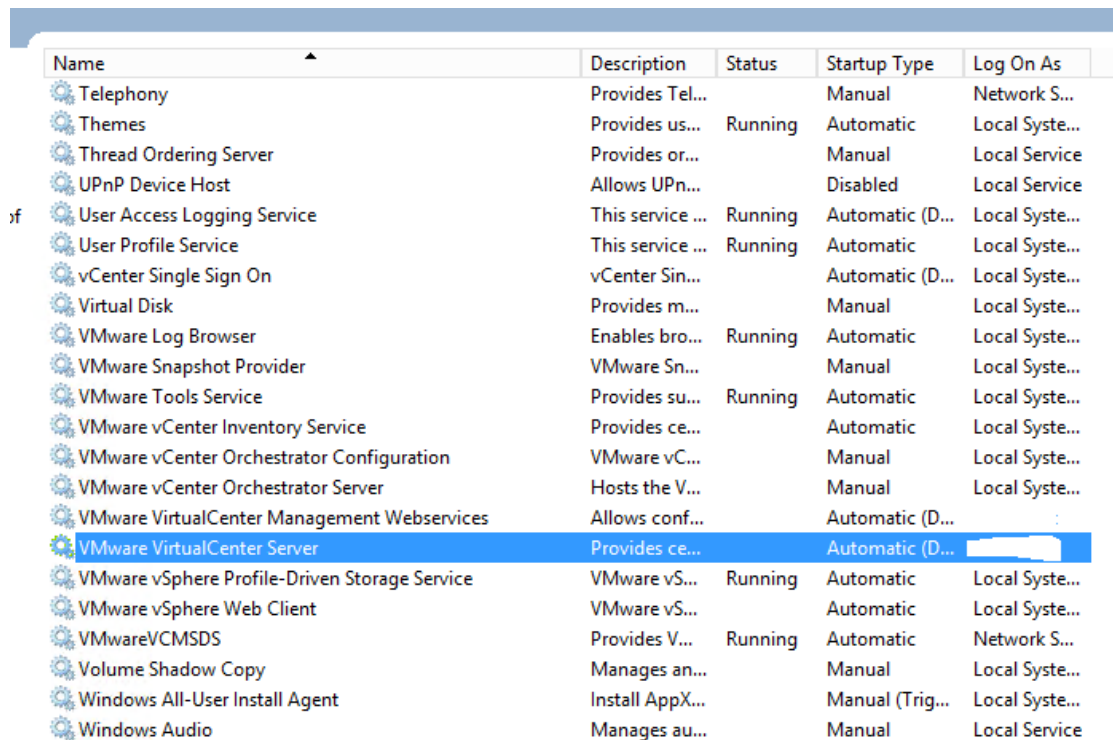
- Bang head on desk;
- Uninstall SSO;
- Uninstall the vSphere Web Client;
- Uninstall vCenter;
- Install SSO v5.5 and set a new master password;
- Install the v5.5 Web Client and register with the new SSO;
- Re-point the Inventory Service;
- Upgrade the Inventory Service to v5.5;
- Install vCenter v5.5; and
- Morning tea to celebrate.

process

halt services

You'll need to stop a few things first:

- vCenter Service
- Web Client
- Inventory Service
- SSO

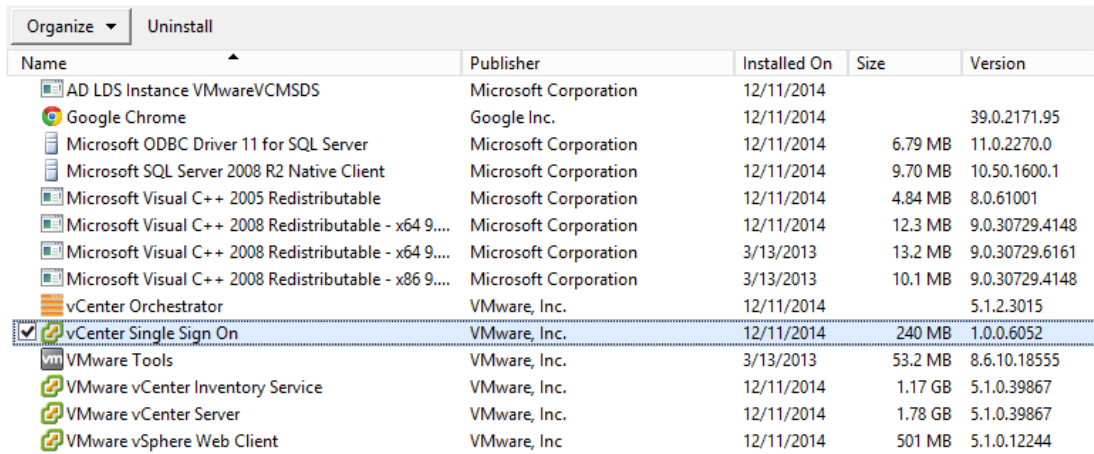


Name	Description	Status	Startup Type	Log On As
Telephony	Provides Tel...		Manual	Network S...
Themes	Provides us...	Running	Automatic	Local Syste...
Thread Ordering Server	Provides or...		Manual	Local Service
UPnP Device Host	Allows UPn...		Disabled	Local Service
User Access Logging Service	This service ...	Running	Automatic (D...	Local Syste...
User Profile Service	This service ...	Running	Automatic	Local Syste...
vCenter Single Sign On	vCenter Sin...		Automatic (D...	Local Syste...
Virtual Disk	Provides m...		Manual	Local Syste...
VMware Log Browser	Enables bro...	Running	Automatic	Local Syste...
VMware Snapshot Provider	VMware Sn...		Manual	Local Syste...
VMware Tools Service	Provides su...	Running	Automatic	Local Syste...
VMware vCenter Inventory Service	Provides ce...		Automatic	Local Syste...
VMware vCenter Orchestrator Configuration	VMware vC...		Manual	Local Syste...
VMware vCenter Orchestrator Server	Hosts the V...		Manual	Local Syste...
VMware VirtualCenter Management Webservices	Allows conf...		Automatic (D...	:
VMware VirtualCenter Server	Provides ce...		Automatic (D...	██████████
VMware vSphere Profile-Driven Storage Service	VMware vS...	Running	Automatic	Local Syste...
VMware vSphere Web Client	VMware vS...		Automatic	Local Syste...
VMwareVCMSDS	Provides V...	Running	Automatic	Network S...
Volume Shadow Copy	Manages an...		Manual	Local Syste...
Windows All-User Install Agent	Install AppX...		Manual (Trig...	Local Syste...
Windows Audio	Manages au...		Manual	Local Service

Figure 1 – Stop Services

uninstall sso

The next step is to uninstall SSO.



Name	Publisher	Installed On	Size	Version
AD LDS Instance VMwareVCMSDS	Microsoft Corporation	12/11/2014		
Google Chrome	Google Inc.	12/11/2014		39.0.2171.95
Microsoft ODBC Driver 11 for SQL Server	Microsoft Corporation	12/11/2014	6.79 MB	11.0.2270.0
Microsoft SQL Server 2008 R2 Native Client	Microsoft Corporation	12/11/2014	9.70 MB	10.50.1600.1
Microsoft Visual C++ 2005 Redistributable	Microsoft Corporation	12/11/2014	4.84 MB	8.0.61001
Microsoft Visual C++ 2008 Redistributable - x64 9...	Microsoft Corporation	12/11/2014	12.3 MB	9.0.30729.4148
Microsoft Visual C++ 2008 Redistributable - x64 9...	Microsoft Corporation	3/13/2013	13.2 MB	9.0.30729.6161
Microsoft Visual C++ 2008 Redistributable - x86 9...	Microsoft Corporation	3/13/2013	10.1 MB	9.0.30729.4148
vCenter Orchestrator	VMware, Inc.	12/11/2014		5.1.2.3015
<input checked="" type="checkbox"/> vCenter Single Sign On	VMware, Inc.	12/11/2014	240 MB	1.0.0.6052
VMware Tools	VMware, Inc.	3/13/2013	53.2 MB	8.6.10.18555
VMware vCenter Inventory Service	VMware, Inc.	12/11/2014	1.17 GB	5.1.0.39867
VMware vCenter Server	VMware, Inc.	12/11/2014	1.78 GB	5.1.0.39867
VMware vSphere Web Client	VMware, Inc.	12/11/2014	501 MB	5.1.0.12244

Figure 2 – Uninstall SSO

Don't be afraid, this is follow the bouncing ball stuff.

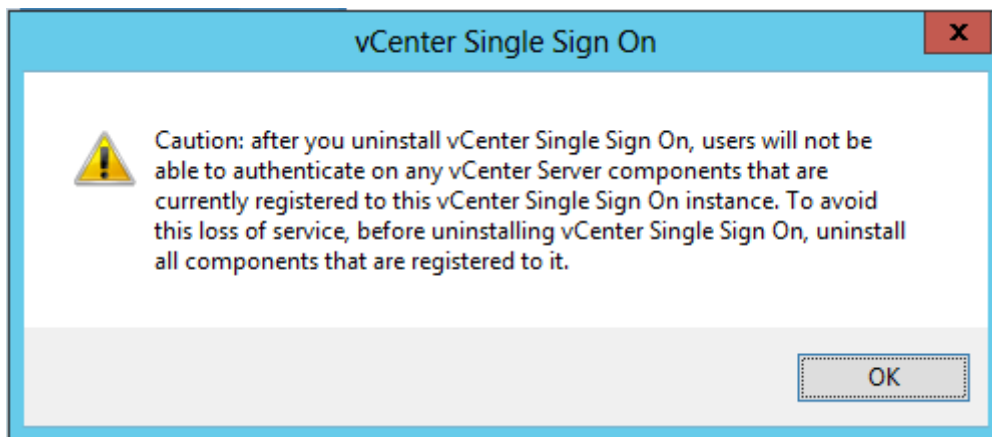


Figure 3 – SSO Warning

Here's the bit where we're reminded that you forgot the master password. Just be cool, it happens to everyone.

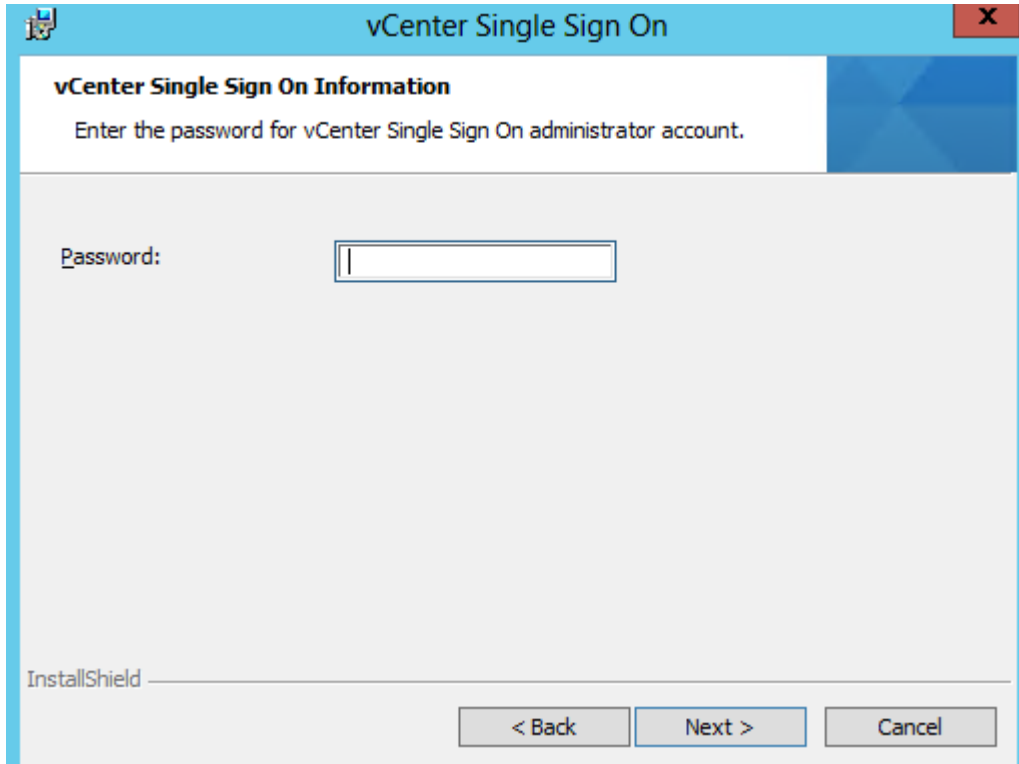


Figure 4 – SSO Password

I call this one "painful reminders via dialog boxes".

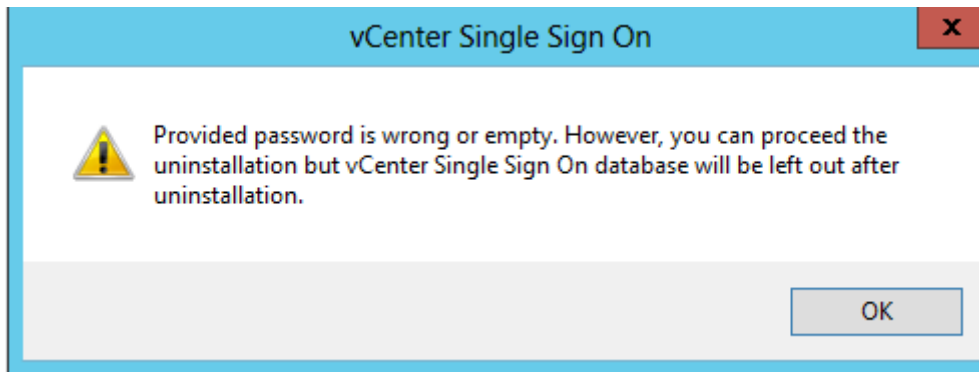


Figure 5 – No SSO Password

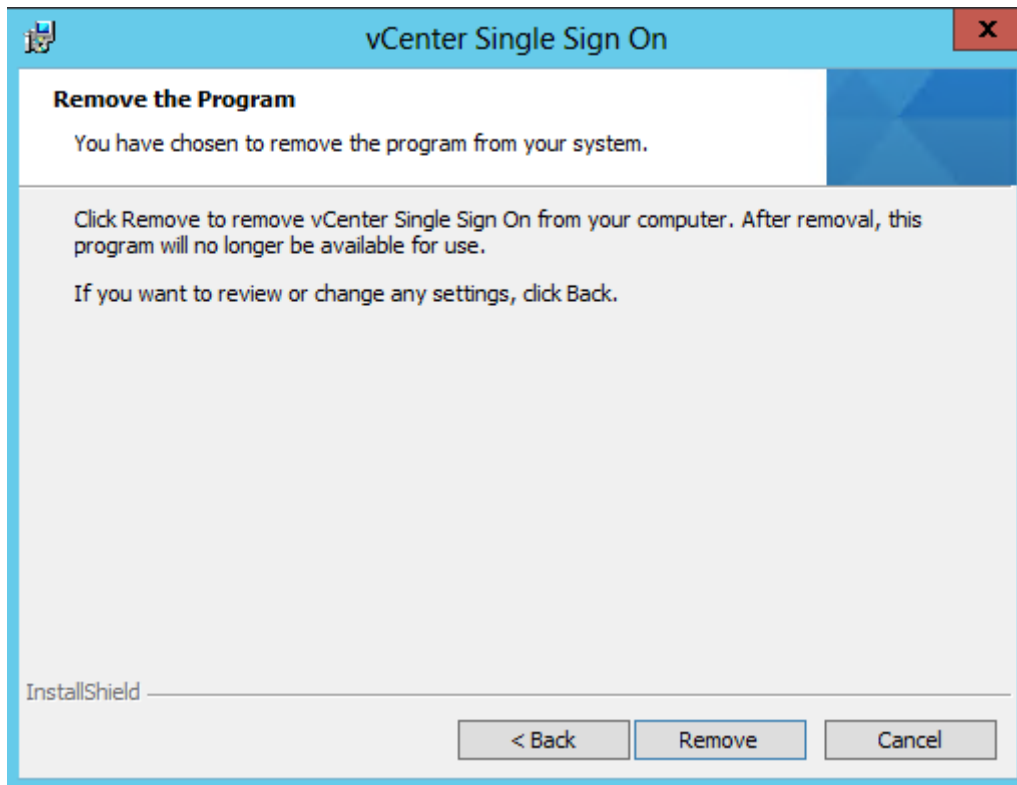


Figure 6 – Remove SSO

Success! Now on to the next step.

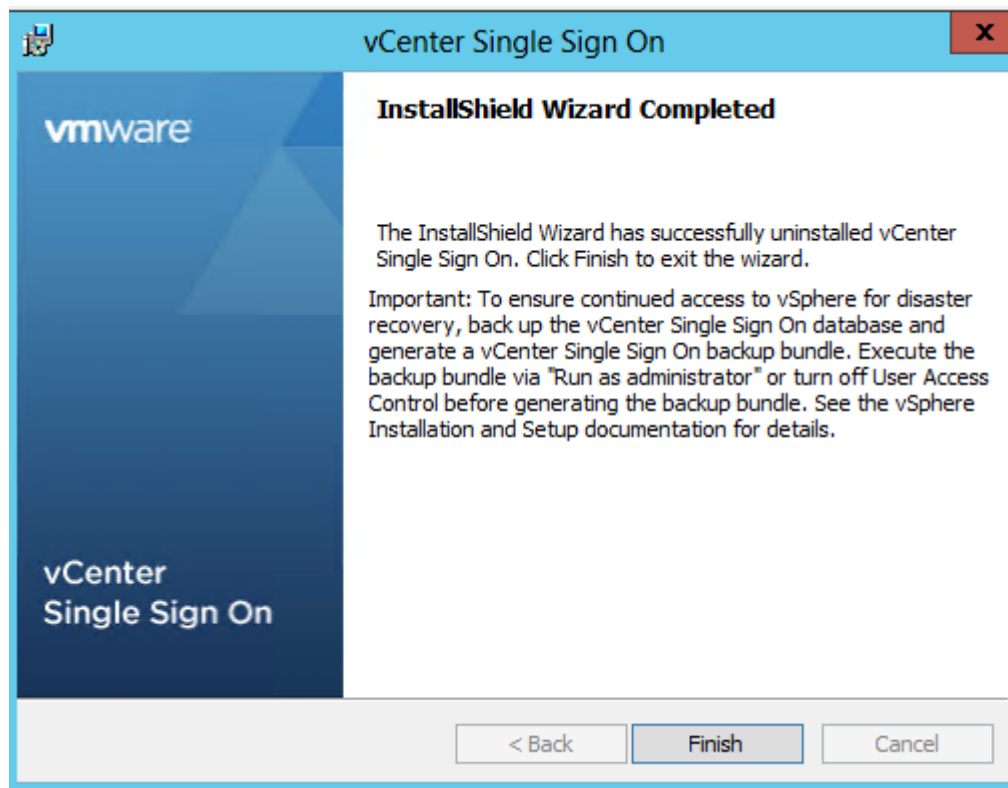


Figure 7 – Wizard Completed

uninstall web client

The next step is to uninstall the Web Client.

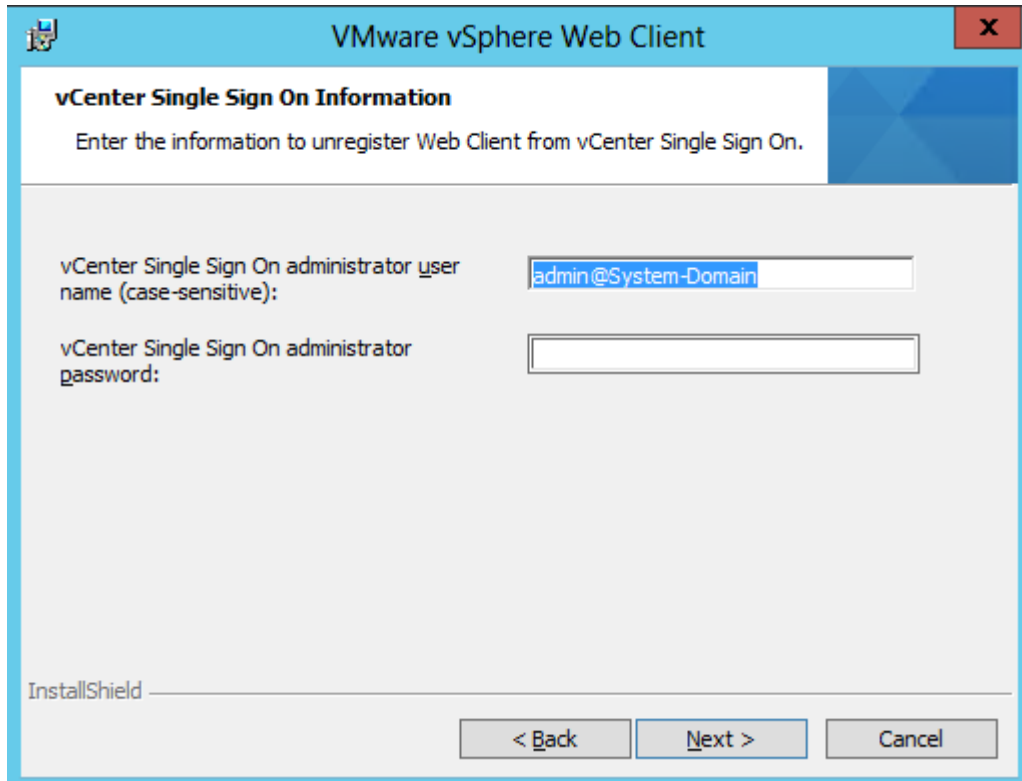


Figure 8 – SSO Information

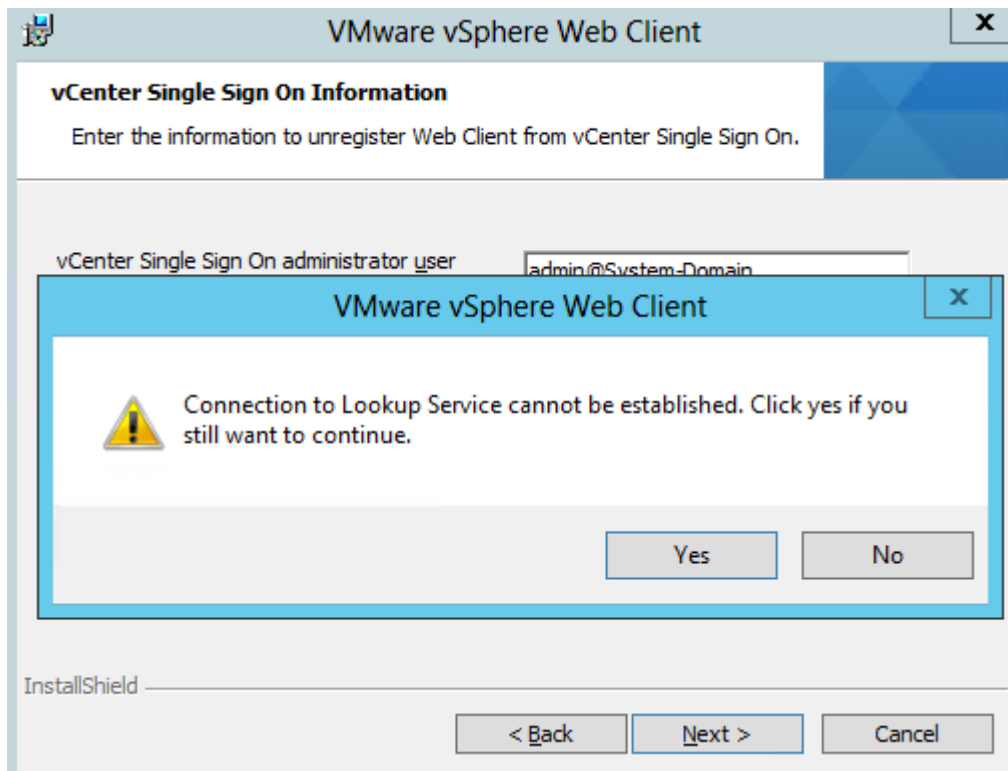


Figure 9 – Connection to Lookup Service No Worky

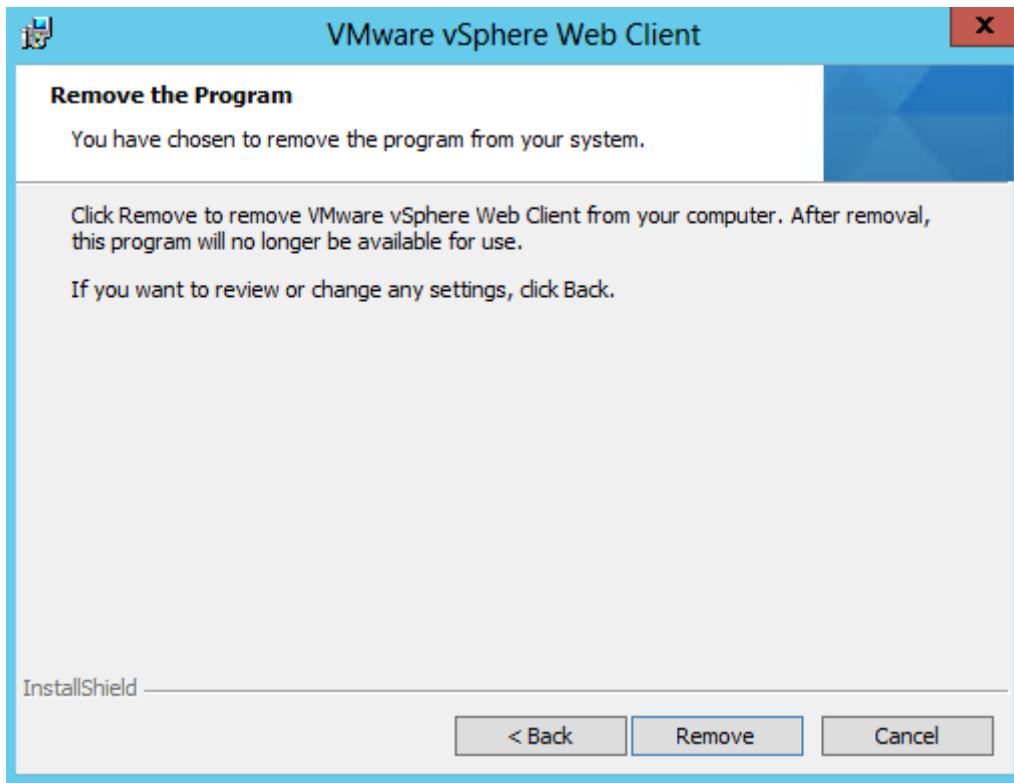


Figure 10 – Remove Web Client

Unfortunately you'll need to reboot at this point. But let's face it, if you're doing this you're already in a bit of a spot, aren't you?

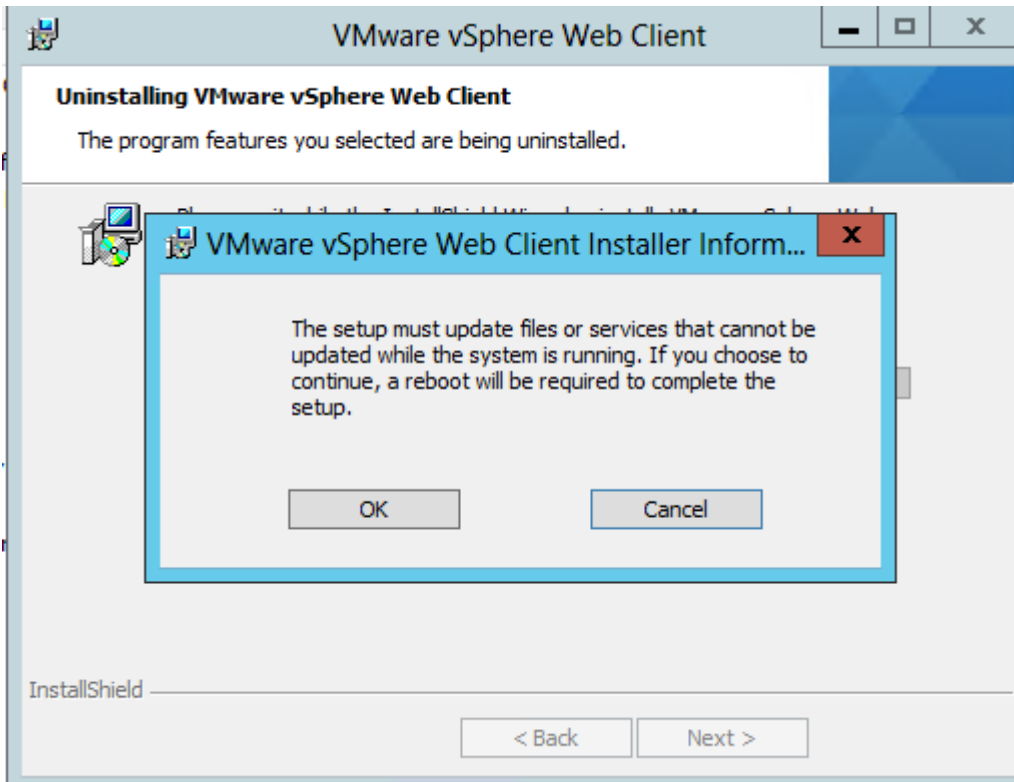


Figure 11 – Web Client Removal Reboot

You'll get an error. Just ignore it. Like you ignored the warnings about saving your passwords somewhere.

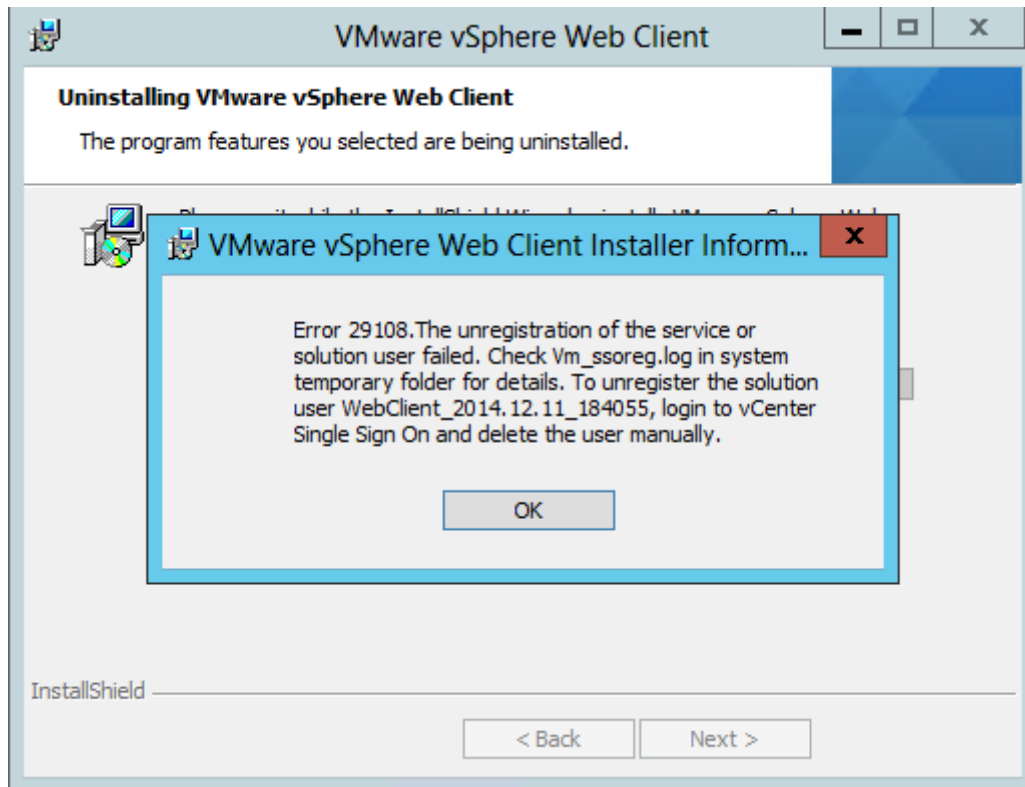


Figure 12 – Ignore This Error

uninstall vcenter

The next step is to uninstall vCenter. Sorry I don't have pictures for this bit. You'll need to use your imagination here.

re-install sso

Once that's done, you can install SSO v5.5 and set a new master password.

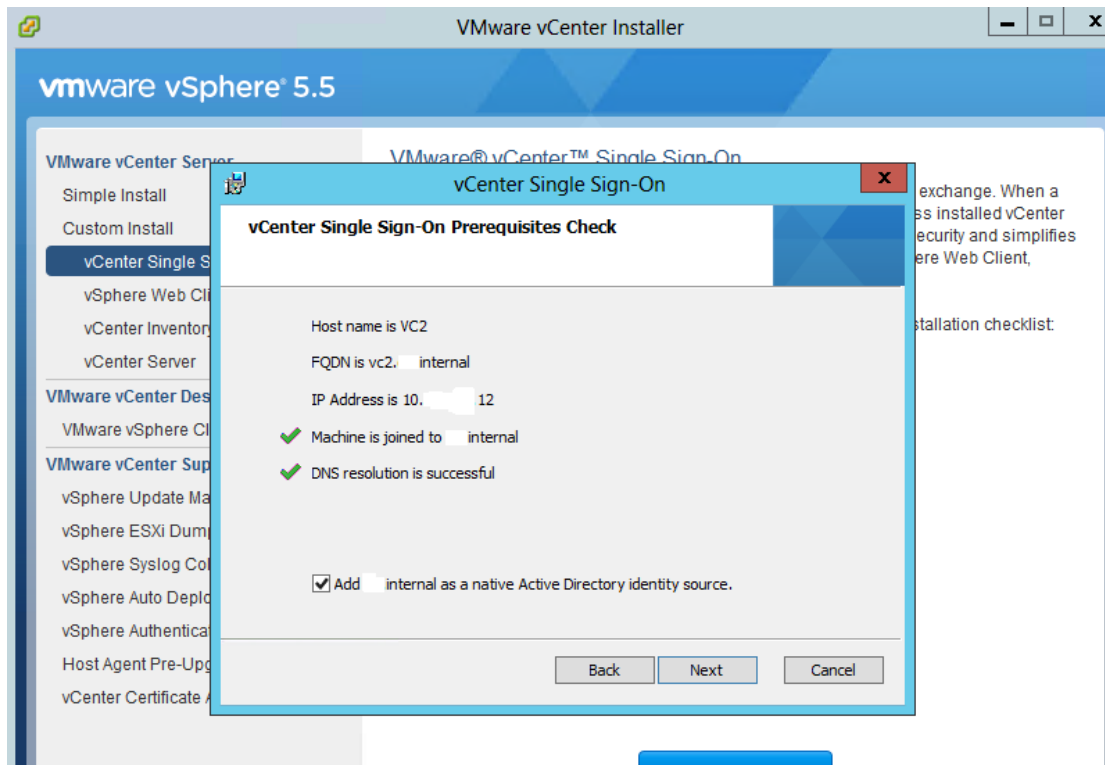


Figure 13 – SSO Prerequisites Check

You'll need to pick your option based on your SSO availability requirements.

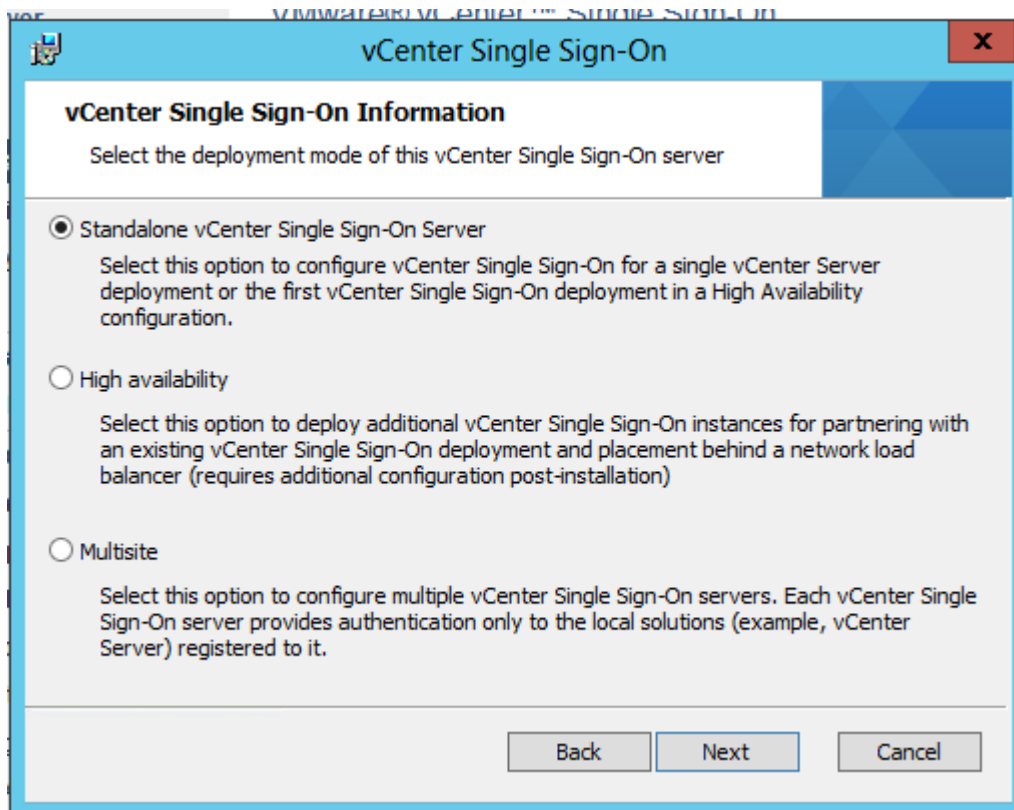
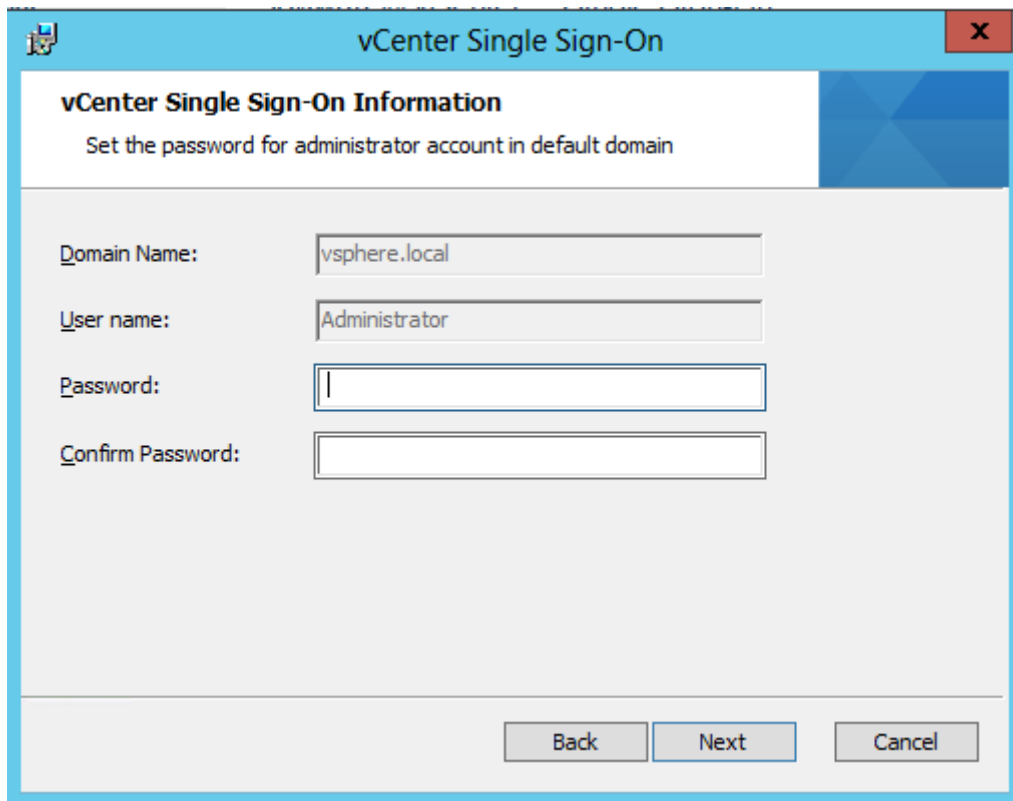


Figure 14 – SSO Deployment Mode

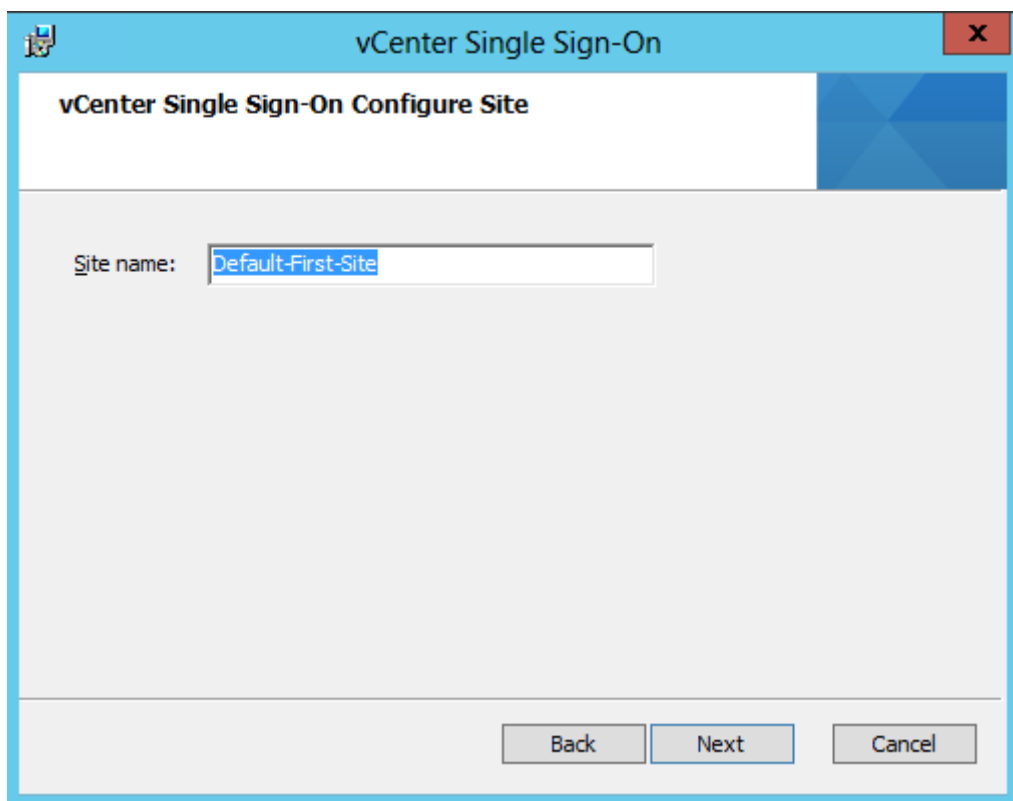
Now, set a password. And write it down somewhere. Or store it in a password app somewhere. Or something. Just don't forget it again.



The image shows a Windows-style dialog box titled "vCenter Single Sign-On". The main heading is "vCenter Single Sign-On Information" with the instruction "Set the password for administrator account in default domain". Below this, there are four input fields: "Domain Name:" containing "vsphere.local", "User name:" containing "Administrator", "Password:" which is empty, and "Confirm Password:" which is also empty. At the bottom right, there are three buttons: "Back", "Next", and "Cancel".

Figure 15 – Set SSO Password

Pick your site name.



The image shows a Windows-style dialog box titled "vCenter Single Sign-On". The main heading is "vCenter Single Sign-On Configure Site". Below this, there is one input field labeled "Site name:" containing the text "Default-First-Site". At the bottom right, there are three buttons: "Back", "Next", and "Cancel".

Figure 16 – SSO Site Name

And you're ready to go.

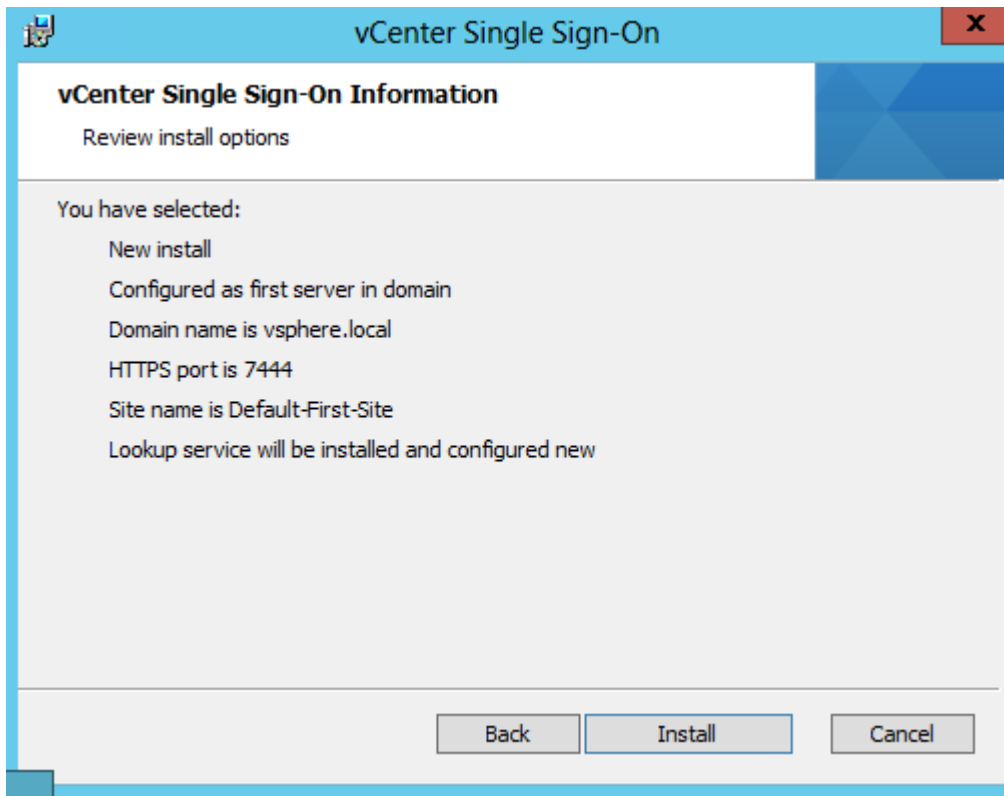


Figure 17 – Review SSO Install Options

re-install web client

Once this is completed, it's time to install the v5.5 Web Client and register it with the new SSO service.

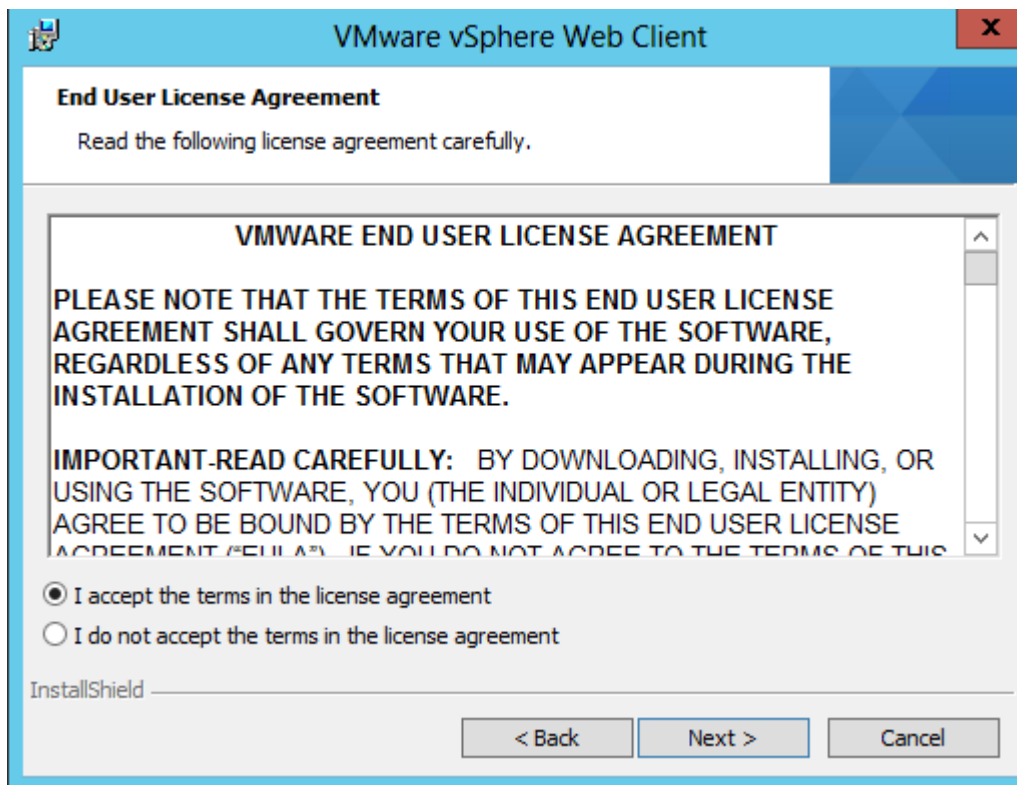


Figure 18 – Accept Web Client EULA

Hope you wrote that password down somewhere.

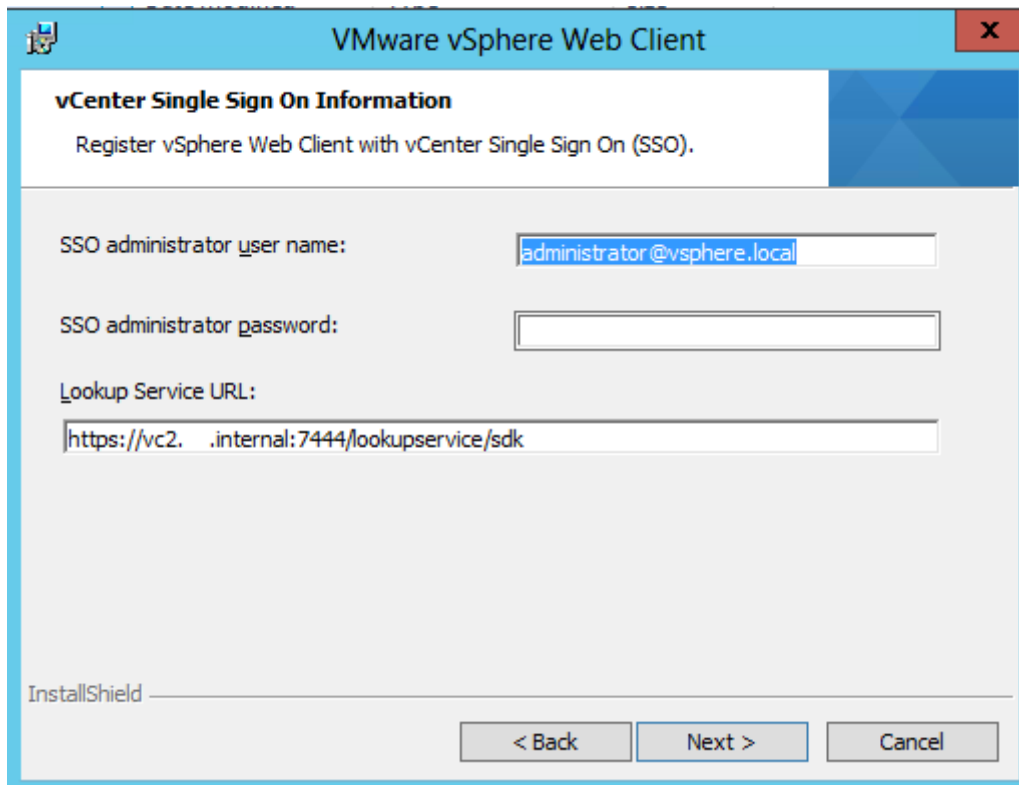


Figure 19 – SSO Information

That fingerprint looks familiar, doesn't it?

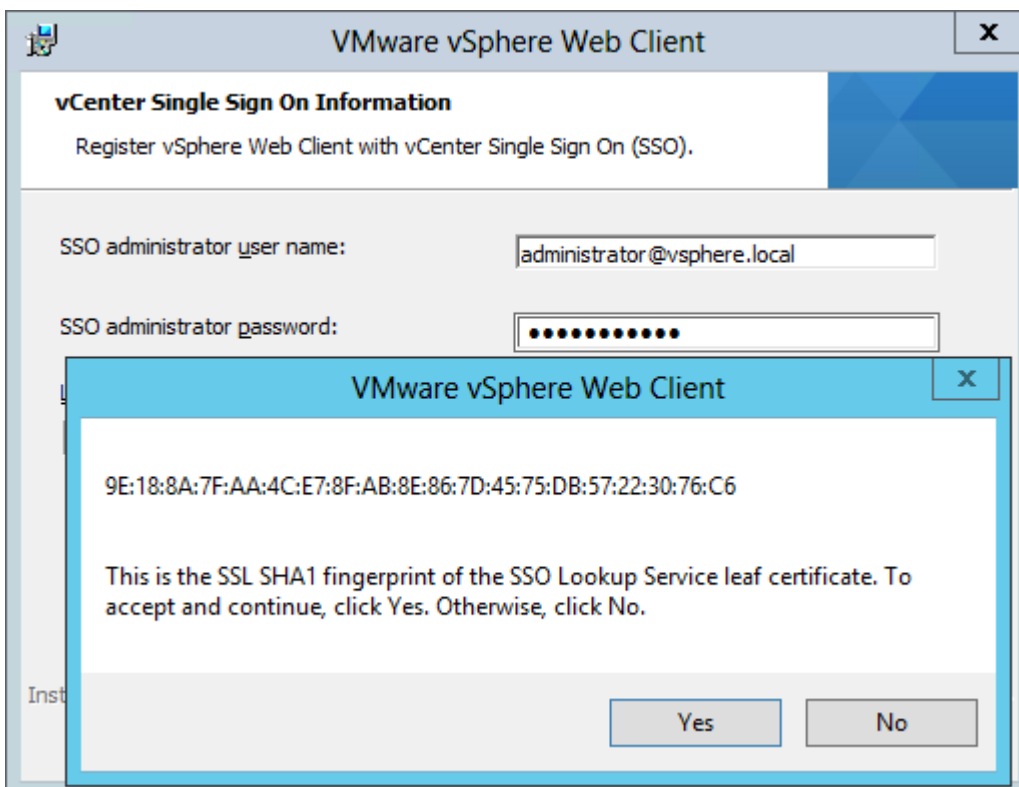


Figure 20 – SSL SHA1 Fingerprint

Install certificates.

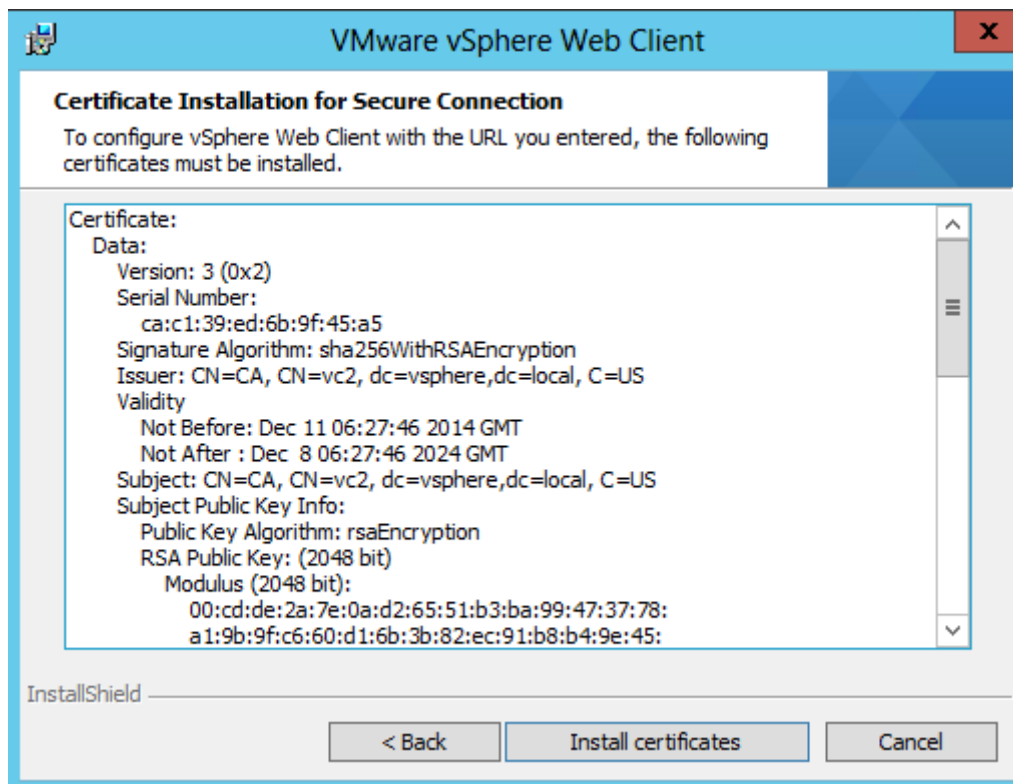


Figure 21 – Certificate Installation

repoint inventory service

Change to path C:\Program Files\VMware\Infrastructure\Inventory Service\scripts

Run this script (make sure to open the command prompt as Administrator).

is-change-sso.bat https://<FQDN of IS Server>:7444/lookupservice/sdk
"administrator@vSphere.local" "<Password>"

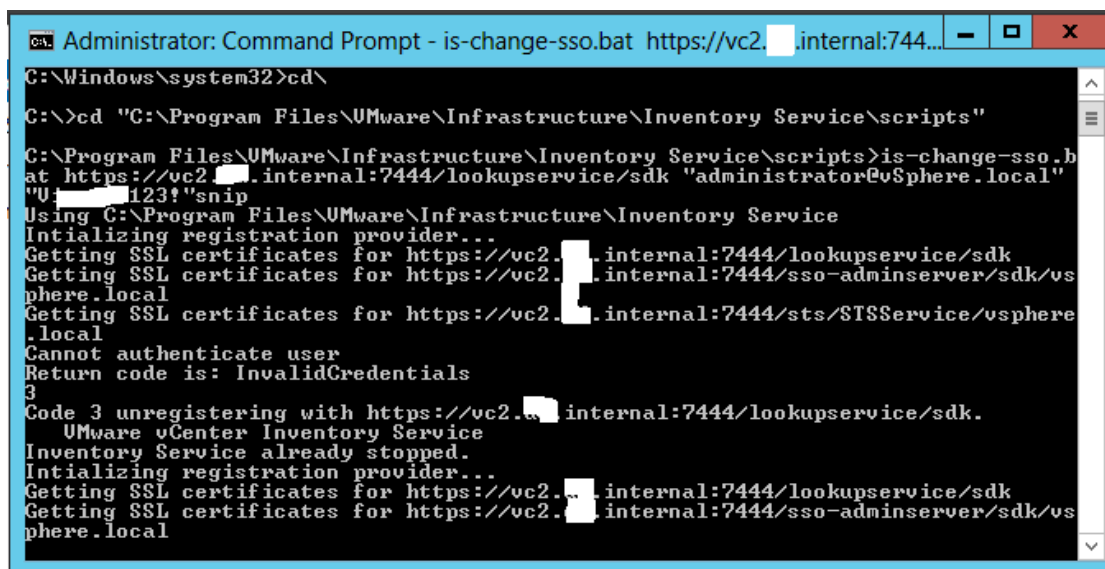


Figure 22 – is-change-sso.bat

upgrade inventory service

At this point, you can upgrade the inventory service to v5.5.

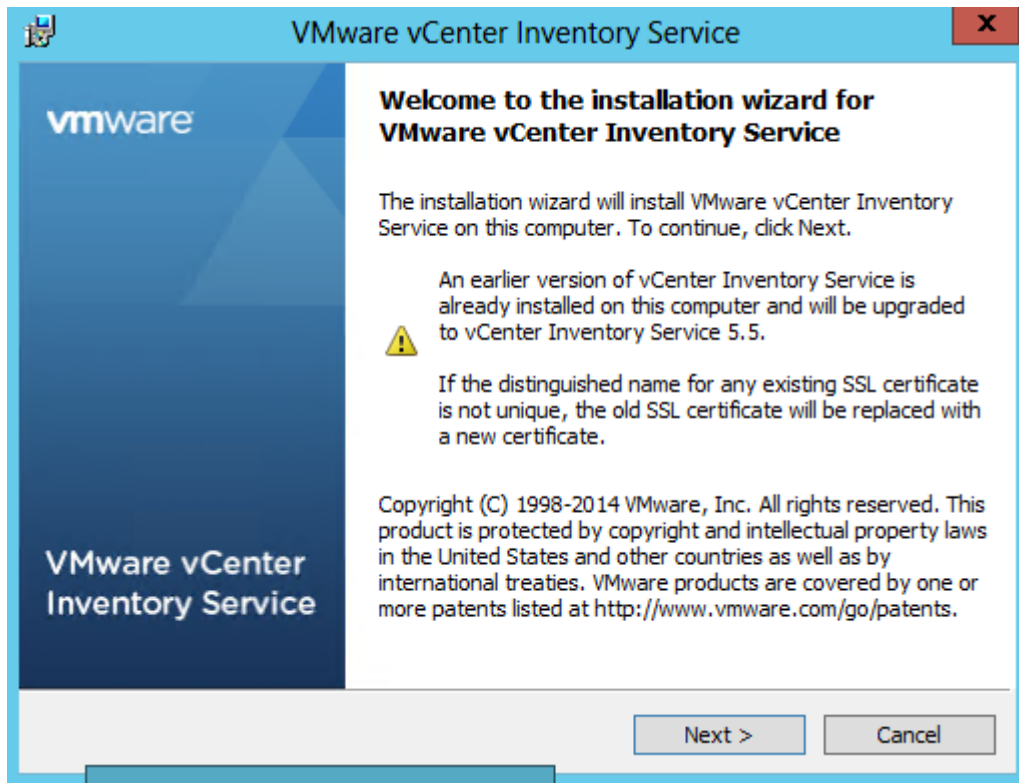


Figure 23 – Inventory Service Upgrade

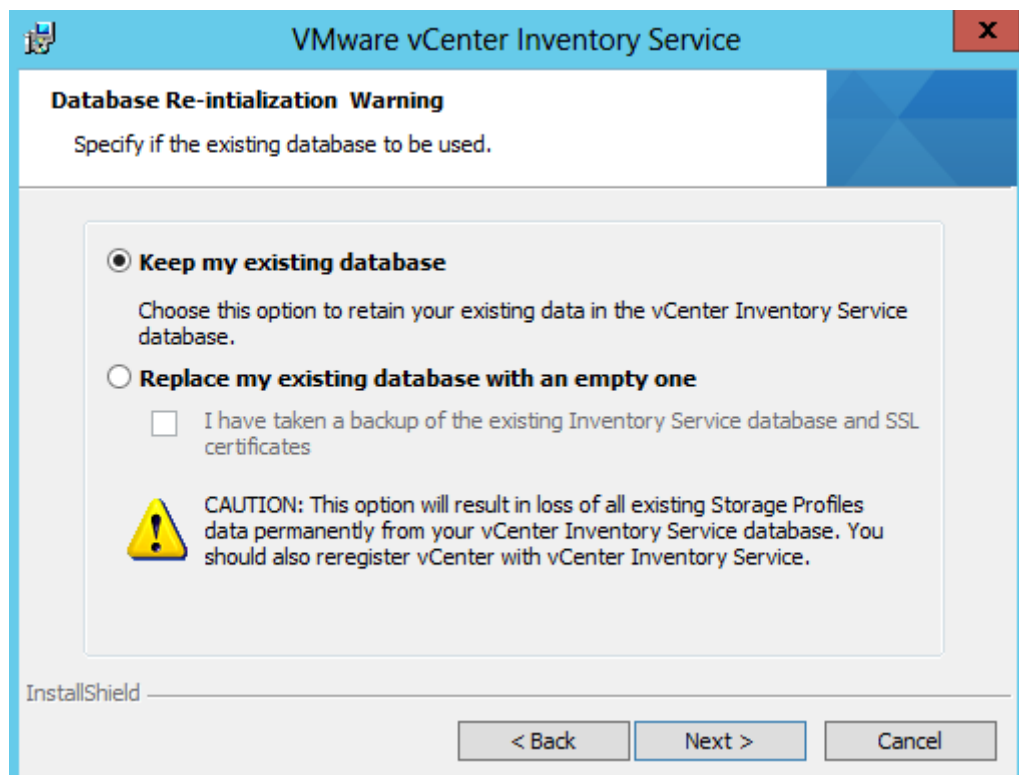


Figure 24 – Keep Existing Database

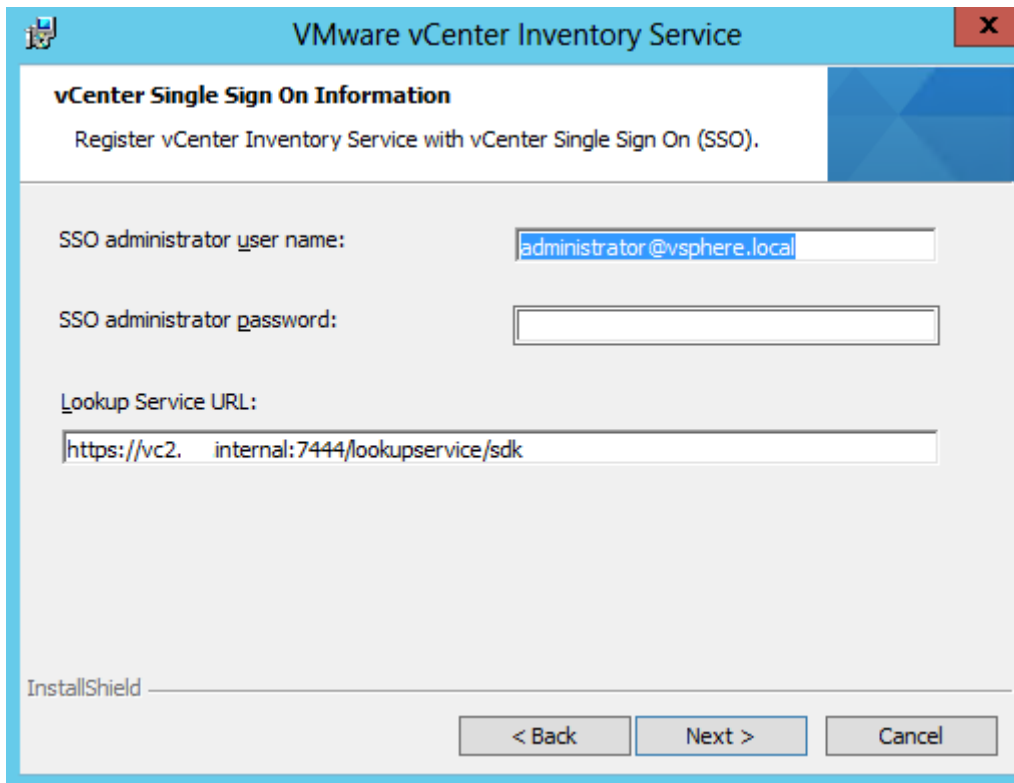


Figure 25 – SSO Information

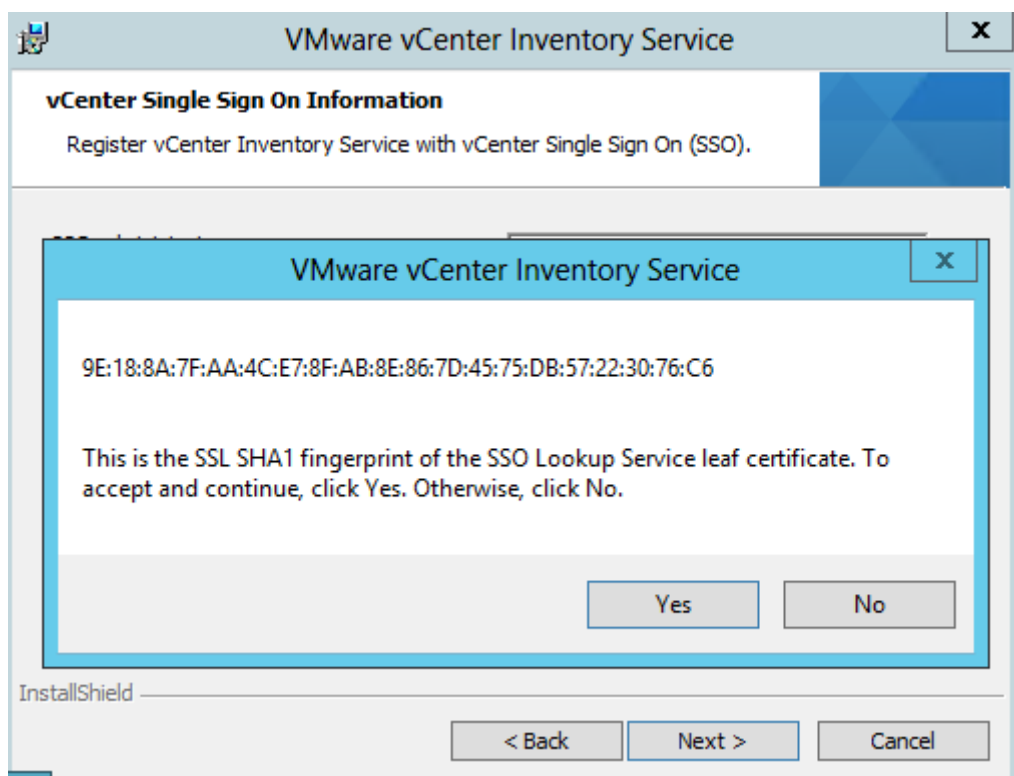


Figure 26 – SSL SHA1 Fingerprint

install vc v5.5

Once this is done, you can install vCenter 5.5 and start upgrading your hosts to 5.5.